

W-02391A-10-0218



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ORIGINAL

ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2010 - 87514

Date: 6/21/2010

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Lee

Bishop

Account Name:

Lee & Karen Bishop

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Kingman

CBR:

State:

AZ

Zip: 86409

is:

Utility Company.

Cerbat Water Company

Division:

Water

Contact Name:

B. Marc Neal

Contact Phone:

Nature of Complaint:

6/21/10

May 13, 2010

Arizona Corporate Commission  
1200 W. Washington Street  
Consumer Services Section  
Phoenix, AZ 85007

RE: Docket control #W-02391A-10-0218

Arizona Corporation Commission  
DOCKETED

JUN 21 2010

DOCKETED BY

mn

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2010 JUN 21 P 4: 50

RECEIVED

Ladies & Gentlemen:

My husband and I would like to address the rate hike Cerbat Water Company is requesting. We are customers of Cerbat Water and while we understand the Company is not only in a service business but is also in business to make a profit, we do feel their request is way too high. We feel the fiasco in October, 2009 was completely the fault of the Company. They had no back up plan in case of an emergency and if it were not for the ACC stepping in because of complaints from customers and the kindness of the City of Kingman, no telling how long we would have been without water. The Company appeared to have the attitude of "it will get fixed when it gets fixed." We feel the heads of this Company have mismanaged the Company and maybe even its funds.

From October, 2009 to May, 2010 I have read our water meter each month to make sure the readings are correct. Five of the eight months have been incorrect and I have notified the Company each time. They have made the proper adjustments each time. However, we feel we should not have to do this. It is the Company's responsibility, not the customers.

Your consideration in this matter is greatly appreciated.

Sincerely,

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Lee & Karen Bishop

Kingman AZ 86409

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

6/21/10 Comments noted for the record. Docketed.

\*End of Comments\*

**Date Completed:** 6/21/2010

**Opinion No.** 2010 - 87514

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